

## LINE DEPARTMENT THINGS TO DO MATRIX

Sl No	Name of the Department	Roles and responsibilities
1	FOR ALL THE DEPARTMENTS	<ol style="list-style-type: none"> <li>1. Set up COVID 19 Cell in all departments</li> <li>2. Identify Name and number of Nodal officer of each Department at State and District level</li> <li>3. Prepare Dept specific COVID related health Advisories in consultation with Health Dept officers and have dissemination/ publicity plan for same</li> </ol> <p><b><u>“Break the Chain” – promotion in ALL offices of ALL departments</u></b></p> <ol style="list-style-type: none"> <li>1) <u>Cough hygiene</u></li> <li>2) <u>Soap +water/hand sanitisation point at entry of all offices , establishments</u></li> </ol> <p><b>Plus</b></p> <ol style="list-style-type: none"> <li>3) <u>Social distancing – ensuring maximum compliance and methods</u></li> <li>4) <u>“Support each other, support your neighbours”</u></li> </ol> <ol style="list-style-type: none"> <li>4. Do awareness through own department functionaries regarding Social distancing and remaining at home upon having some minor symptoms, avoid travel. Advise to contact DISHA helpline 0471 -255 2056 or district Control Room Helplines for any support/ guidance</li> <li>5. Avoid meetings as far as possible. Conduct meetings on online platforms and VC.</li> <li>6. Prepare a data base on active officers in each department who will be needed for volunteer work with the details of name, address, mobile and email</li> <li>7. Prepare the data of the vehicles and drivers numbers for any emergency deployment</li> <li>8. Wherever possible put up a wash basins also at the entrances so that soap and water hand wash practice can be ensured and propagated</li> </ol> <p><b>9. COVID CARE CENTRES readiness</b> Prepare the data of buildings with single rooms with attached bathroom – eg, in guest houses. Offices, schools, colleges etc under your jurisdiction and the point person for getting the keys and access to such places . ( use in worst case Scenario)</p> <ol style="list-style-type: none"> <li>10. Mention the drop box address for downloading the Dos and Donts and other awareness material.</li> <li>11. Do not waste the protection material like Masks by asymptomatic people.</li> </ol> <p><b>12. Care/ support/ essential food/ and supplies for families / dependents of persons on continuous emergency duty</b></p> <p><b>13. ‘Continuity of Governance’ plans by each department ie, listing of second line and third line staff for each key responsibility to maintain the services—Names and numbers, ensure email/whatsapp communication lines</b></p>

2	Transport	<ul style="list-style-type: none"> <li>• Liaison with Transport Department Gol, all Airports, Sea port, Railways and Road transport.</li> <li>• Strengthening of surveillance activities at transport points under all sectors- ie., Air, Road, Railways, Shipping and Inland waterway commuter travel eg in Alp , Ekm</li> <li>• Liaison with all Airlines</li> <li>• Logistic arrangements at these places as per the situation.</li> </ul> <p><b>Airports—</b></p> <ul style="list-style-type: none"> <li>• Surveillance to be further strengthened</li> <li>• SP s overseeing activities at all airports No permission for public transport to pick up travelers</li> <li>• Police surveillance at main road exit gate to see that outgoing vehicles are following guidelines (like no A/c, Windows open, Passenger on back seat, instruction not to stop on trip from airport till reaching home for reasons like food, drinks, shopping, gifts purchase etc )</li> </ul> <p><b>General transport</b></p> <ul style="list-style-type: none"> <li>• Sensitize all Auto, Taxi and Public Transport drivers on Personal and Environmental Hygiene practices as advised by the Health Department.</li> <li>• Sensitise all Auto Taxi Bus Minivan Jeep drivers/crew and owners on personal safety, Hygiene, and disinfection practices to enable the below points--</li> </ul> <ul style="list-style-type: none"> <li>➤ COVID safety notice in all buses and back panel outside</li> <li>➤ Frequent sanitisation, spl ref handrails of seats, door and ceiling, and also seats. Floor etc</li> <li>➤ Conductors safety and protection</li> <li>➤ Bus stop surveillance convergence with arogya sena and volunteer team</li> <li>➤ Bus station premises sanitation, IEC flooding, wash basins with soap and water for handwash</li> <li>➤ Promote mask use by any symptomatic person and handkerchief use by all</li> <li>➤ Transportation mech for mass shiftings of pax if needed to and from Airport/ isol centres to /ffrom Quarantine/isol facilities</li> <li>➤ Transport vehicle prioritisation/ take-over for 1.perishables and 2. Other foods distribution ( 3.worst case scenario, for biomedical and body transportation).</li> <li>➤ Interstate/ long distance bus passengers and crew sensitisation for symptom spotting, and IEC and DISHA number provision, to deboarding passengers</li> </ul>
3	Tourism	<ul style="list-style-type: none"> <li>• Liaison with Tourism Department Gol, Travel Tour Operators, Hotels, Tourist and airlines to facilitate travel of tourist back home.</li> </ul>

		<ul style="list-style-type: none"> <li>• The COVID -19 cell should ensure that proper sensitisation of all relevant stakeholders including Hotels, Home stays, Travel agents, Tourist Centers, Tourists on recent information regarding quarantine and travel advisories at least on a daily basis.</li> <li>• Line list of the Tourists with recent Travel History shall be collected and informed to District COVID Cell.</li> <li>• The Hotels and Homestays should ensure that the inmates are following travel advisories. Any defaulters shall be intimated to the District Corona control cell without any delay.</li> <li>• Stakeholder directory to be 100% → Sensitise ALL to be aware of and to implement points below---</li> <li>➤ Transport of tourist/ traveller- advisory , display, hand sanitizer availability</li> <li>➤ Sanitation of car after each trip—sticker advisory</li> <li>➤ Resort advisory at 100 % resorts, hotels home-stays</li> <li>➤ Form-C tourist/traveller id sharing with PHC Mo in addition to DIST admin?</li> <li>➤ Staff safety advisory 100%-- (interaction with guest, sanitisation from front desk onwards through till check out, on the “route map model”</li> <li>➤ Humanitarian intervention for stranded persons/ tourists</li> <li>➤ Tracking of travellers and informing of each trip – (name , gender num itenary if known) to dist control room specific team/and PHC Mo for info</li> </ul>
4	Higher edn	<ul style="list-style-type: none"> <li>• Take appropriate decision regarding entrance tests, exams etc.</li> <li>• Mobilisation of senior students force for electronic messaging services</li> <li>• Volunteer corps</li> <li>• Res associatin areas mike announcement teams</li> <li>• Teachers and non teachinfg staff→ large number deployment for essential services</li> </ul>
5	General Edn	<ul style="list-style-type: none"> <li>• The Gen Education Department should strictly enforce the advisories issued with regard to COVID-19 by all Education centers in Government, Private and un-organised sectors.</li> <li>• Tuition and coaching centres speciall attention</li> <li>• The students on home quarantine/isolation/Treatment shall be allowed to avail Medical leave for the period.</li> <li>• Take appropriate decision regarding exams etc.</li> <li>• Teachers and non teachinfg staff→ large number deployment for essential services</li> <li>• Mass volunteer team formation</li> </ul>
6	LSGD	<p><b>COVID CARE CENTRES- <u>In Convergence with Revenue Department</u>—</b> At present shd be fully functional in in the Airport Districts , but later will need in others also</p>

		<p>Identification of the places to isolate people Space, facility for toilet and bathroom to be considered—(Water supply, electricity, Sanitary, phone and internet connectivity or wi-fi plan)</p> <p>Future Plan for <u>expansion</u> of identified buildings, AND <u>addition</u> of more buildings</p> <p>Entry and movement restrictions advisory</p> <p>Admission and Discharge advisory, registration, monitoring of 100% safety</p> <p>Actions for –</p> <p><b>Logging &amp; daily Monitoring of persons under home quarantine-</b></p> <ol style="list-style-type: none"> <li>1. Get List from health dept</li> <li>2. Plan Team visit, phone monitoring</li> <li>3. Daily monitoring report/ register</li> <li>4. Send <u>100 % persons and 100% compliance report</u> to Dist administration</li> <li>5. Convergence and <u>daily updating</u> with Health dept/ dist control room, for the above – Spl attention → newly added number, and discharged after 14<sup>th</sup> day</li> <li>6. Appropriate measures to be taken to make the public aware of the recent Health Advisories issued by the Government/Health Department.</li> <li>7. Any information on defaulters of home quarantine may be reported to the district coronal cell for appropriate action and proper sensitization to be done to adhere to the advisory.</li> </ol> <p><b>Elderly care priorities to be addressed</b></p> <ul style="list-style-type: none"> <li>• Counselling , safe companionship,</li> <li>• Medicines- support (High BP, Diabetes etc),</li> <li>• food support ,</li> <li>• daily cash and other provisions ,</li> <li>• security support,</li> <li>• clothing(wash) support,</li> <li>• pain and palliative care.</li> </ul> <p><b>Others</b></p> <ul style="list-style-type: none"> <li>• <b>Care and support mech for isol families/</b> persons, Migrants, single women</li> <li>• Child care for parents who are on duty at second level/ third level conscription</li> <li>• 2<sup>nd</sup> and 3<sup>rd</sup> line force for Volunteer <b>Counselling force-</b> (via direct/telephone)</li> <li>• In worst case scenario of bereavement for mass numbers)</li> <li>• Spl care mech for persons in mental hospitals</li> <li>• Spl Convergence with Civil Supplies dept in food provision to isol/ living alone/ dependent of persons on emergency duty type families</li> <li>• Pain and Palliative care care special delivery plan</li> <li>• <b>Interstate workers</b> (Convergence with Labour department) – Spl activity in multi languages, audio spots, video messages,</li> </ul>
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7	Civil Supplies	<ul style="list-style-type: none"> <li>• Food provisions, sufficient stocking, market surveillance.</li> <li>• Those who are on home quarantine and miss the rations for the period may be allowed to take it in the subsequent month.</li> <li>• Provide support to District administration and Panchayath administration regarding food provisions.</li> <li>• Continuation of ration delivery—</li> <li>• Home delivery mechanism</li> <li>• Essential supplies- conserve stocks, delivery to isolated persons / homes persons on emergency duty with dependents at home/ elderly-only and 'living alone' homes</li> <li>• Anti hoarding activities</li> <li>• General door delivery systems-</li> <li>• Fresh / perishable items like milk/ veg/ fruit supply lines and separate mech</li> <li>• Wholesale markets though needed, variable staggering of days{ eg., once in 2-3 days for perishables, once in 7 days for dry foods, etc to reduce mixing of staff/ traders}</li> <li>• Fish and meat markets spl advisory to be prepared to avoid mass mixing of traders, public, and clients</li> </ul>
8	Food safety	<ul style="list-style-type: none"> <li>• Shall ensure proper food hygiene is practiced in all Hotels, restaurants, Juice Shops, Bakeries, and Cafeteria on advisories issued by the Health Department.</li> <li>• Strict action shall be taken against the defaulters.</li> <li>• Appropriate IEC shall be carried out among the food handlers on personal and environmental hygiene.</li> <li>• Food handlers – <ul style="list-style-type: none"> <li>➤ Soap and water use sensitisation</li> <li>➤ Cough hygiene</li> </ul> </li> <li>• General small/ medium/ star-rated Hotel clients prioritisation --selective discouraging of 'entertainment type eating' as opposed to 'essential eating' which may be an essential service used by people on work or travel.. Social distancing could be added here</li> </ul>
9	Electricity	<ul style="list-style-type: none"> <li>• No fines or disconnection shall be imposed on defaulters of payment of bills and under Home quarantine/Isolation at hospital/Treatment.</li> <li>• Promote e-payment, assistance to isol/ elderly on using this facility</li> </ul>
1	Water authority	No fines or disconnection shall be imposed on defaulters of payment of bills and under Home quarantine/Isolation at hospital/Treatment for COVID- 19
1	WCD	<ul style="list-style-type: none"> <li>• Should work in coordination with the Health Department in dissemination of IEC and other activities in the community.</li> </ul>

		<ul style="list-style-type: none"> <li>• Alt arrangements for managing of children on long holiday/—diff age group advisories</li> <li>• Elderly womens care advisory</li> <li>• <b>Spl priority package for children of staff on emergency duty/ essential services staff</b></li> </ul>
1	IT	<ul style="list-style-type: none"> <li>• Back support as per the requirement by various Department for doing ITeS</li> <li>• Intra department other awareness activities</li> <li>• Innovative Social media campaign</li> <li>• Awareness activites</li> </ul>
1	PR&i	<ul style="list-style-type: none"> <li>• Daily top line health message on all print/ and e-paper on 4 points</li> <li>1) <b>“Break the Chain” –soap +water/hand sanitiasation,</b></li> <li>2) Cough hygiene</li> <li>3) Social distancing</li> <li>4) “Support each other, support your neighbours”</li> <li>• Same messages compulsory ‘middle-of- screen-scrolling’</li> <li>• on ALL TV programmes</li> <li>• Mike announcement s omnn above 4 themes plus numbers of local control rooms 0 Knowlede gaop exists</li> </ul>
1	Revenue	<p><b>COVID CARE CENTRES- In Convergence with LSGD—</b></p> <ul style="list-style-type: none"> <li>• At present shd be fully functional in in the Airport Districts , but later will need in others also</li> <li>• Identification of the places to isolate people</li> <li>• Space, facility for toilet and bathroom to be considered— (Water supply, electricity, Sanitary, phone and internet connectivityor wi-fi plan)</li> <li>• Future Plan for <u>expansion</u> of identified buildings, AND <u>addition</u> of more buildings</li> <li>• Entry and movement restrictions advisory</li> <li>• Admission and Discharge advisory, registration, monitoring of 100% safety</li> </ul>